



General Services Administration
Federal Supply Services
Authorized Federal Supply Schedule Price List



LOGISTICS APPLICATIONS INC.

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Alexandria, VA 22314
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POC: Shanie San Jose
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Schedule: Group 36
The Office, Imaging and Document Solution

Special Item Numbers:
51-504 Records Management Services
51-505 Document Production Services

Contract Number: GS-25F-0064M

Contract Period: October 1, 2001 – September 30, 2016
As per modification number PO-0008
Effective 11-17-2011

Business Size: Small
Federal ID: 54-1385702

Contract Information

1. Special Identification Numbers:

- a. 51-504 Records Management Services
51-505 Document Production Services
- b. 51-504 Records Management Services
 - i. Document Prep Clerk \$ 27.19
 - 51-505 Document Production Services
 - ii. Dup Machine Operator \$ 27.19
- c. Please see page 6 – 29 for all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services.

2. **Maximum Order:** Limitation is \$1,000,000.00

3. **Minimum Order:** Limitation is \$100.00

4. **Geographic Coverage:** The geographic scope of the contract is within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories

5. **Points of Production:** N/A

6. Discounts:

All prices shown are net prices with all awarded discounts included.

7. **Quantity Discount:** None.

8. **Prompt Payment:** None; Net 30, consistent with current award

9. Credit Card:

Government credit card is accepted in accordance with Clause 552-232-77 entitled, "Payment by Government Commercial Purchase Card."

10. **Foreign Items:** N/A

11. **Delivery:** 30

12. **FOB:** Destination.

13. Ordering Information:

Logistics Applications Inc.
2760 Eisenhower Avenue, Suite 202
Alexandria, VA 22314

14. **Payment Address:** Same as contractor
15. **Warranty:**
Warranty requirements outlined in GSAR 552.246-73 is not applicable in this award.
16. **Export Packing Charges:** N/A
17. **Terms and Conditions of Government Purchase Card Acceptance:**
Government credit card is accepted in accordance with Clause 552-232-77 entitled, "Payment by Government Commercial Purchase Card."
18. **Terms and Conditions of Rental, Maintenance and Repair:** N/A
19. **Terms and Conditions of Installation:** N/A
20. **Terms and Conditions of Repair Parts indicating date of price lists and any discounts from list prices:** N/A
21. **List of Service and Distribution Points:** N/A
22. **List of Participating Dealers:** N/A
23. **Preventive Maintenance:** N/A
24. **Environmental Attributes:** N/A
25. **DUNS Number:** 177039286
26. **Central Contractor Registration (CCR):**
Affirmative, registration accomplished. Registration is valid until 10/30/2012.



Records Management Services

SEE BELOW for
SIN 51-504 Records Management Services
SIN 51-505 Document Production Services

GS-25F-0064M

**Labor Categories Appearing
in the Wage Determination**

**10/1/11 -
09/30/12**

Accounting Clerk II	\$ 27.19
Accounting Clerk III	\$ 30.90
Accounting Clerk IV	\$ 35.19
Computer Operator II	\$ 35.19
Computer Operator III	\$ 39.67
Computer Operator IV	\$ 43.77
Computer Systems Anal I	\$ 58.92
Computer Systems Anal II	\$ 58.92
Computer Systems Anal III	\$ 58.92
Customer Service Rep I	\$ 32.68
Customer Service Rep II	\$ 28.17
Data Technician I	\$ 27.19
Data Technician II	\$ 35.19
Document Prep Clerk	\$ 27.19
Dup Machine Operator	\$ 27.19
General Clerk III	\$ 32.68
Inventory Clerk I	\$ 33.62

Inventory Control Super	\$ 39.40
Key Entry II	\$ 27.19
Management Analyst I	\$ 39.67
Material Coordinator	\$ 39.40
Material Expediter	\$ 39.40
Methods Analyst I	\$ 43.77
Order Clerk I	\$ 31.44
Order Clerk II	\$ 34.74
Order Filler	\$ 28.17
Program Analyst I	\$ 43.77
Records Management I	\$ 40.61
Secretary I	\$ 32.55
Secretary II	\$ 35.32
Secretary III	\$ 40.61
Secretary IV	\$ 43.77
Shipping & Rec I	\$ 27.92
Stock Clerk	\$ 27.83
Supply Technician	\$ 43.77
Warehouse Spec I	\$ 33.62
Word Processor II	\$ 30.90
Word Processor III	\$ 35.52

**Labor Categories Not Appearing in
the Wage Determination**

**10/1/11 -
09/30/12**

Customer Service - Level III	\$ 32.12
Data Technician - III	\$ 34.17
Data Technician - IV	\$ 35.31
General Clerk III - Level 2	\$ 33.03
General Clerk III - Level 3	\$ 34.74
General Clerk IV - Level 2	\$ 41.73
General Clerk IV - Level 3	\$ 44.86

Inventory Control - Level II	\$ 35.31
Inventory Control - Level III	\$ 37.02
Management Analyst II	\$ 39.87
Management Analyst III	\$ 41.58
Methods Analyst II	\$ 49.22
Methods Analyst III	\$ 52.92
Program Analyst - II	\$ 48.82
Program Analyst - III	\$ 52.49
Records Mgmt Analyst II	\$ 42.85
Records Mgmt Analyst III	\$ 46.06
Shipping/Receiving II	\$ 33.56
Stock Clerk - Level II	\$ 29.61
Stock Clerk - Level III	\$ 31.83
Warehouse Spec II	\$ 36.44
Quality Assurance I	\$ 34.17
Quality Assurance II	\$ 43.28
Quality Assurance III	\$ 52.40
Quality Assurance IV	\$ 61.50
Asst Program Manager I	\$ 31.90
Asst Program Manager II	\$ 36.44
Asst Program Manager III	\$ 41.00
Asst Program Manager IV	\$ 45.56
Program Manager I	\$ 41.00
Program Manager II	\$ 54.67
Program Manager III	\$ 68.34
Program Manager IV	\$ 79.73



LOGISTICS APPLICATIONS INC.

Labor Category Descriptions

Labor Categories Appearing in the Wage Determination

Accounting Clerk II

Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting statements and financial reports and accounts payable or receivable functions. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.

Education: Requires a high school diploma or its equivalent

Experience: 0-2 years of experience in the field or in a related area

Accounting Clerk III

Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting statements and financial reports and accounts payable or receivable functions. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or its equivalent

Experience: 2-5 years of related experience

Accounting Clerk IV

Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting statements and financial reports and accounts payable or receivable functions. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or its equivalent

Experience: At least 5 years of related experience

Computer Operator II

Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor or terminal to detect faulty output or machine stoppage. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Education: May require an associate's degree or its equivalent

Experience: 0-3 years of experience in the field or in a related area

Computer Operator III

Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor or terminal to detect faulty output or machine stoppage. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

Education: May require an associate's degree or its equivalent

Experience: 2-5 years of experience as a computer operator

Computer Operator IV

Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor or terminal to detect faulty output or machine stoppage. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an project lead or manager. A wide degree of creativity and latitude is expected.

Education: May require an associate's degree or its equivalent

Experience: at least 5 years of experience as a computer operator

Computer Systems Analyst I

Provides supervised support for routine activities, according to established procedures or instructions. Assists with the analysis and evaluation of existing or proposed processes, applications, systems, or software. Assists with project planning, scope, control, management, tracking, or review. Assists with analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/ deployment, performance tuning, testing, or training. Assists with document

development/preparation at various stages of a project life cycle to detail analysis results and solution recommendations. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks.

Education: Bachelor's Degree in Computer Science, Electrical Engineering or a related field

Experience: Two (2) years experience in computer systems analysis, design, software development, maintenance and/or administration of computer systems, information transfer systems, or video teleconferencing systems to include one (1) year experience programming and administration of UNIX or NT based systems and networks. Relevant experience is also required in object-oriented analysis, design and programming; client/server model architecture using TCP/IP, UDP/IP, RPC; OS/MOTIF graphical user interfaces; and military standard software development and documentation

Computer Systems Analyst II

Provides support for work that is varied and somewhat difficult, but that involves limited responsibility. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/ deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life cycle to detail analysis results and solution recommendations. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. May supervise analysis tasks/projects.

Education: Bachelor's Degree in Computer Science, Electrical Engineering or a related field

Experience: Four (4) years experience in computer systems analysis, design, software development, maintenance and/or administration of computer systems, information transfer systems, or video teleconferencing systems to include two (2) years experience programming and administration of UNIX or NT based systems and networks. Relevant experience is also required in object-oriented analysis, design and programming; client/server model architecture using TCP/IP, UDP/IP, RPC; OS/MOTIF graphical user interfaces; and military standard software development and documentation

Computer Systems Analyst III

Provides minimally supervised support for difficult analysis and evaluation assignments. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/ deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle to detail analysis results and solution recommendations. Uses methodologies,

modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Provides staff supervision or management. Education: Bachelor's Degree in Computer Science, Electrical Engineering or a related field

Experience: Six (6) years experience in computer systems analysis, design, software development, maintenance and/or administration of computer systems, information transfer systems, or video teleconferencing systems to include three (3) years experience programming and administration of UNIX or NT based systems and networks. Relevant experience is also required in object-oriented analysis, design and programming; client/server model architecture using TCP/IP, UDP/IP, RPC; OS/MOTIF graphical user interfaces; and military standard software development and documentation

Customer Service Rep I

Processes orders, prepares correspondence, and fulfills customer needs to ensure customer satisfaction. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or equivalent

Experience: 0-3 years of experience in the field or in a related area

Customer Service Rep II

Processes orders, prepares correspondence, and fulfills customer needs to ensure customer satisfaction and familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Education: Requires a high school diploma or equivalent

Experience: 2-5 years of experience in the field or in a related area

Data Technician I

Perform a variety of duties involved in collecting, interpreting, documenting and summarizing descriptive, analytical and evaluative data in support of research and informational gathering activities. Procure data through observation, interviews and analysis of records and other sources to include the utilization of electronic equipment and devices. Coordinate and participate in the coding and keypunching of data in preparation for computer processing; record data on standard forms assigning codes, writing abstracts or summaries and making graphic representation as required. Maintain files of data cards and related information. Assist in preparation of reports and analyses setting forth progress, adverse trends, and appropriate recommendations or conclusions. Recommend new methods for collection and documentation of data; write and revise procedural manuals as required.

Education: Bachelor's degree in a field related to the specific position

Experience: 0-2 years experience as a data technician or related position or an equivalent combination of relevant education and/or experience

Data Technician II

Coordinate and participate in a variety of duties involved in collecting, interpreting, documenting and summarizing descriptive, analytical and evaluative data in support of research and/or information gathering activities. Establish procedures for the procurement of data through observation, interviewing, analyzing records and other sources. Coordinate the coding and keypunching of data in preparation for computer processing; maintain liaison with University data processing and ensure quality control. Coordinate the preparation of reports and analyses setting forth progress, adverse trends and appropriate recommendations or conclusions. Recommend new methods for collection and documentation of data; write and revise procedural manuals as required. Make work assignments and review the work of lower level employees; assist in training of new personnel.

Education: Bachelor's degree in a field related to the specific position

Experience: Two years of experience as a data technician or related position or an equivalent combination of relevant education and/or experience

Document Prep Clerk

Prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter or razor knife. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used, using photocopying machine. Stamps standard symbols on pages or inserts instruction cards between pages of material to notify Duplicating Machine Operator of special handling, such as manual repositioning during copying procedure. Prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as organization's name and address, subject or product category, and index code to identify material. Inserts material to be copied in document folder, and files folder for processing according to index code and copying priority schedule.

Education: high school diploma or equivalent

Experience: 0-2 years of experience

Dup Machine Operator

Operates mimeograph, ditto, spirit and photocopies machines to reproduce a variety of printed materials; keeps machines clean and in good working order; operates Vari-Typer; selects proper type style and size and sets up type for correct justification of copies from handwritten or typed copies; from rough drafts, prepares layouts for Graphic Art Camera; operates Graphic Art Camera and mixes solution for developing film; strips and opaques negatives and makes plates for offset duplicating machine; may type duplicating masters; keeps inventory of required supplies and submits requisitions for new supplies; may supervise student help; occasionally, makes transparencies for overhead projector and file plates.

Education: High School Diploma or its equivalent

Experience: One year of experience in the operation of duplicating machines

General Clerk III

Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Follows organization and department procedures to complete tasks in a timely manner. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Education: Requires a high school diploma or its equivalent

Experience: at least 5 years of experience in the field or in a related area

Inventory Clerk I

Performs any combination of following tasks to compile records concerned with ordering, receiving, storing, issuing, and shipping materials, supplies, and equipment: Compiles data from sources, such as contracts, purchase orders, invoices, requisitions, and accounting reports and writes, types, or enters information into computer to maintain inventory, purchasing, shipping, or other records. Keeps back order file in established sequence and releases back orders for issue or shipment as stock becomes available. Compiles stock control records and information, such as consumption rate, characteristics of items in storage, and current market conditions, to determine stock supply and need for replenishment. Prepares requisitions, orders, or other documents for purchasing or requisitioning new or additional stock items. Compares nomenclature, stock numbers, authorized substitutes, and other listed information with catalogs, manuals, parts lists, and similar references to verify accuracy of requisitions and shipping orders. Reviews files to determine unused items and recommends disposal of excess stock.

Education: high school diploma or its equivalent

Experience: 0-2 years of experience

Inventory Control Super

Supervise and coordinate activities of workers engaged in maintaining accurate inventory totals. Ensure stock is properly stored and rotated. Ensure cycle counts are performed on a routine basis in order to maintain inventory accuracy. Ensure department compliance of all processes and procedures; ensure all changes to processes/procedures are communicated throughout the department in a timely manner. Ensure all customer requirements are met or exceeded, and accurately reported and comply with all PDSi quality system requirements.

Education: Associates degree in business, logistics or equivalent work experience required. Bachelor's degree preferred

Experience: Minimum five years experience in inventory control required and a minimum of three years experience in supervision of people required

Key Entry II

Operates keyboard or other data entry device to enter data into computer or onto magnetic tape or disk for subsequent entry: Enters alphabetic, numeric, or symbolic data from source documents into computer, using data entry device, such as keyboard or optical scanner, and following format displayed on screen. Compares data entered with source documents, or re-enters data in verification format on screen to detect errors. Deletes incorrectly entered data, and re-enters correct data. May compile, sort, and verify accuracy of data to be entered. May keep record of work completed.

Education: high school diploma or equivalent

Experience: 2-5 years of experience

Management Analyst I

Conducts analysis on work procedures and recommends changes to improve the effectiveness of the organization's management. Provides management with studies on ways to increase efficiency. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A high degree of creativity and latitude is expected. Typically reports to a manager or head of a unit.

Education: May require a bachelor's degree

Experience: at least 5 years of experience in the field or in a related area.

Material Coordinator

Coordinates and expedites flow of materials, parts, and assemblies between sections or departments, according to production and shipping schedules or department priorities, and compiles and maintains manual or computerized records: Reviews production schedules and related information and confers with department supervisors to determine material requirements to identify overdue materials and to track material. Requisitions material and establishes sequential delivery dates to departments, according to job order priorities and material availability. Examines material delivered to production departments to verify conformance to specifications. Arranges in-plant transfer of materials to meet production schedules. Computes amount of material required to complete job orders, applying knowledge of product and manufacturing processes. Compiles and maintains manual or computerized records, such as material inventory, in-process production reports, and status and location of materials. May move or transport materials from one department to another, manually or using material handling equipment. May arrange for repair and assembly of material or part. May monitor and control movement of material and parts on automated conveyor system.

Education: high school diploma or equivalent

Experience: 3-5 years of experience

Material Expediter

Compiles and maintains material and parts inventory and status information to expedite movement of material and parts between production areas, according to predetermined production schedules and order priorities: Reads production schedules, inventory reports, and work orders to determine type and quantity of materials required, availability of stock, and order priority. Confers with department supervisors to determine overdue material and parts and to inform supervisors of material status. Locates and distributes materials to specified production areas, manually or using handcart, handtruck, or forklift. Records and maintains perpetual inventory of quantity and type of materials and parts received, stocked, and distributed, manually or using computer. Compiles and maintains records, such as material inventory records, production records, and timecards, manually or using computer. May direct INDUSTRIAL-TRUCK OPERATOR (any industry) 921.683-050 or MATERIAL HANDLER (any industry) 929.687-030 to expedite transfer of materials from stock area to production areas. May examine material received, verify part numbers, and check discrepancies, such as damaged or unmarked parts. May compare work ticket specifications to material used at work stations to verify appropriate assignment. May drive truck to outlying work areas to check status of orders or to deliver materials.

Education: high school diploma or equivalent

Experience: 2-4 years of experience

Methods Analyst I

Analyzes data processing requirements to plan data processing system that will provide system capabilities required for projected work loads, and plans layout and installation of new system or modification of existing system: Confers with data processing and project managers to obtain information on limitations and capabilities of existing system and capabilities required for data processing projects and projected work load. Evaluates factors such as number of departments serviced by data processing equipment, reporting formats required, volume of transactions, time requirements and cost constraints, and need for security and access restrictions to determine hardware configurations. Analyzes information to determine, recommend, and plan layout for type of computers and peripheral equipment, or modifications to existing equipment and system, that will provide capability for proposed project or work load, efficient operation, and effective use of allotted space. May enter data into computer terminal to store, retrieve, and manipulate data for analysis of system capabilities and requirements. May specify power supply requirements and configuration. May recommend purchase of equipment to control dust, temperature, and humidity in area of system installation. May specialize in one area of system application or in one type or make of equipment. May train users to use new or modified equipment. May monitor functioning of equipment to ensure system operates in conformance with specifications.

Education: A Bachelor's degree is required

Experience: At least 5 years of experience is required

Order Clerk I

Receives and processes orders for materials and merchandise. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or its equivalent

Experience: 0-2 years of experience in the field or in a related area

Order Clerk II

Receives and processes orders for materials and merchandise. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experiences and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Education: Requires a high school diploma or its equivalent

Experience: 2-4 years of experience in the field or in a related area.

Order Filler

Processes orders for material or merchandise received by mail, telephone, or personally from customer or company employee, manually or using computer or calculating machine: Edits orders received for price and nomenclature. Informs customer of unit prices, shipping date, anticipated delays, and any additional information needed by customer, using mail or telephone. Writes or types order form, or enters data into computer, to determine total cost for customer. Records or files copy of orders received according to expected delivery date.

Education: high school diploma or equivalent

Experience: 0-2 years of experience

Program Analyst I

Responsible for planning, analyzing and evaluating the effectiveness of the operating programs. These positions utilize a high degree of qualitative and quantitative analytical skills in analyzing, evaluating, and improving the effectiveness of the operations. The major duties of this position include employing advanced qualitative and quantitative techniques to analyze and measure the effectiveness, efficiency, and productivity of organizational programs, establishing study methods and techniques and analyzing and evaluating the effectiveness of complex program operations.

Education: Requires a Bachelor's Degree

Experience: At least 5 years of experience

Records Management I

storing, arranging, indexing and classifying records; facilitating the development of filing systems, and maintaining these to meet administrative, legal, and financial requirements; devising and ensuring the implementation of retention and disposal schedules; overseeing the management of electronic and/or paper-based information; setting up, maintaining, reviewing, and documenting records systems; identifying the most appropriate records management resources; advising on and implementing new records management policies and classification systems; providing a policy framework to guide staff in the management of their records and use of the employer's records system; ensuring compliance with relevant legislation and regulations; standardizing information sources throughout an organization or group of organizations; managing the changeover from paper to electronic records management systems; preserving corporate memory and heritage; resolving problems with information management by effective use of software and other information management resources; enabling appropriate access to information; responding to internal and/or external information enquiries; advising on highly complex legal and regulatory issues, often involving difficult judgments in controversial areas such as the Freedom of Information Act, and other national or regional legislation; managing and monitoring budgets and resources; training and supervising records staff; advising staff in other departments on the management of their records and information.

Education: A Bachelor's Degree is required

Experience: 5 years of experience is required

Secretary I

Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or equivalent

Experience: 0-2 years of experience in the field or in a related area.

Secretary II

Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or its equivalent.

Experience: 2-4 years of experience in the field or in a related area

Secretary III

Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Education: Requires a high school diploma or its equivalent

Experience: At least 5 years of experience in the field or in a related area

Secretary IV

Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Education: Requires a high school diploma or its equivalent

Experience: over 7 years of experience in the field or in a related area

Shipping & Receiving I

Assembles orders and prepares goods for shipment. Records shipment data, including weight, charges, and space availability. Receives and unpacks materials and supplies. Reports damages and discrepancies for accounting, reimbursement and record-keeping purposes. Completes shipping and receiving reports. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or equivalent

Experience: 0 - 2 years experience

Stock Clerk

Locates stock and delivers items to their destination upon request. Ensures incoming deliveries are accurate and stocks supply room with new goods. Takes inventory and identifies reorder needs for supervisor approval. Checks order forms, delivery requests, and approval forms to ensure proper documentation, accuracy, and on time deliveries. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or its equivalent

Experience: 0-2 years experience

Supply Technician

Provides supervising responsibilities to property management staff. Schedules and revises shipment plans to ensure efficient distribution of products to satisfy customers. Analyzes inventory levels, production speed and product demand to determine reorder levels which will ensure product availability and minimize inventory costs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals to perform a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Education: Requires a high school diploma or its equivalent

Experience: 4 to 5 years

Warehouse Specialist I

As directed, performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties.

Education: Must be 10th Grade graduate

Experience: 1 to 3 years

Word Processor II

Take in all types of digital and/or hardcopy documents, and transfer into a digital conversion format. Operate a keyboard entry device with connections to mainframe computers or directly to digital copiers and recorders. This may include addition of bookmarks, links, notes, articles, and form data entries. Select the proper software or database best suited for document conversion, calculation, and sorting. Edit and reformat written and/or electronic drafts, correct function codes, and adjust spacing, headings, margins, and indentations. Transcribe notes or accompanying data when required. Set up and ensure all equipment and devices are ready for operation. Enter prescribed commands through the terminal to activate the operating system. Enter document files electronically through optical scanners, graphics scanners, floppy disks, and network connections. Make cursory visual examination of textual material on the screen to ensure all processing commands have been translated. Utilize Optical Character Recognition (OCR) software to verify accuracy of scanned images. Control processing and output of material produced. The customer shall perform a variety of assignments such as maintenance of customer activity records, receipt and verification of incoming work requests, and responding to routine questions via telephone, written correspondence, or in person. Make entries of work requests for printing jobs or electronic/digital applications into automated database, and produce reports when required. Assist customer with filling out printing specification forms Maintain records of work completed and production

units. The customer shall operate high-speed copier/duplicating equipment, to include retrieving digital input, collating, stapling, reduction, enlargement and proper sequence of output. Review all job orders and printing requests for job specifications. Knowledge of varied and advanced software functions related to document editing and publishing. Should be skilled with and daily use of equipment such as high speed copiers plus associated binding and drilling machines and paper cutters.
Education: high school diploma or equivalent
Experience: 0-2 years of experience is required

Word Processor III

Take in all types of digital and/or hardcopy documents, and transfer into a digital conversion format. Operate a keyboard entry device with connections to mainframe computers or directly to digital copiers and recorders. This may include addition of bookmarks, links, notes, articles, and form data entries. Select the proper software or database best suited for document conversion, calculation, and sorting. Edit and reformat written and/or electronic drafts, correct function codes, and adjust spacing, headings, margins, and indentations. Transcribe notes or accompanying data when required. Set up and ensure all equipment and devices are ready for operation. Enter prescribed commands through the terminal to activate the operating system. Enter document files electronically through optical scanners, graphics scanners, floppy disks, and network connections. Make cursory visual examination of textual material on the screen to ensure all processing commands have been translated. Utilize Optical Character Recognition (OCR) software to verify accuracy of scanned images. Control processing and output of material produced. The customer shall perform a variety of assignments such as maintenance of customer activity records, receipt and verification of incoming work requests, and responding to routine questions via telephone, written correspondence, or in person. Make entries of work requests for printing jobs or electronic/digital applications into automated database, and produce reports when required. Assist customer with filling out printing specification forms Maintain records of work completed and production units. The customer shall operate high-speed copier/duplicating equipment, to include retrieving digital input, collating, stapling, reduction, enlargement and proper sequence of output. Review all job orders and printing requests for job specifications. Knowledge of varied and advanced software functions related to document editing and publishing. Skill with and daily use of equipment such as high speed copiers, plus associated binding and drilling machines and paper cutters.
Education: high school diploma or its equivalent
Experience: 2-5 years of experience is required

Labor Categories Not Appearing in the Wage Determination

Customer Service-Level III

Processes orders, prepares correspondence, and fulfills customer needs to ensure customer satisfaction. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.

Education: Requires a high school diploma or equivalent

Experience: at least 5 years of experience in the field or in a related area

Data Technician III

Monitors processing and distribution of input/output materials; assigns work to Data Technicians I and II. Communicates problems with output material that will affect distribution to users such as scheduling delays or equipment. Maintains the film library system, file management, conversion of tape to cartridge, tape to disk, history and backup process, renumbering library files. Updates instructional manuals, creates line graphs, forms design layout specifications. Supervises the filming and jacketing process of confidential office records. Maintains inventory system of computer forms usage and other supplies.

Education: high school diploma or its equivalent

Experience: Three years experience in the data processing field, including two years as a Data Technician II or in position comparable thereto; or a combination of related post high school education and comparable experience equaling three years

Data Technician IV

Monitors processing and distribution of input/output materials; assigns work to Data Technicians I, II and III. Communicates problems with output material that will affect distribution to users such as scheduling delays or equipment. Maintains the film library system, file management, conversion of tape to cartridge, tape to disk, history and backup process, renumbering library files. Updates instructional manuals, creates line graphs, forms design layout specifications. Supervises the filming and jacketing process of confidential office records. Maintains inventory system of computer forms usage and other supplies.

Education: high school diploma or its equivalent

Experience: Five years experience in the data processing field, including three years as a Data Technician III or in position comparable thereto; or a combination of related post high school education and comparable experience equaling five years

General Clerk III-Level 2

Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Follows organization and department procedures to complete tasks in a timely manner. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Education: Requires a high school diploma or its equivalent

Experience: at least 5 years of experience in the field or in a related area

General Clerk III-Level 3

Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Follows organization and department procedures to complete tasks in a timely manner. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Education: Requires a high school diploma or its equivalent

Experience: at least 6 years of experience in the field or in a related area

General Clerk IV-Level 2

Assembles, organizes and tabulates data and develops charts, graphs and tables. May inspect merchandise for quality and compliance with specifications. Maintains and/or oversees the preparation of files, logs, materials, and supplies. Maintains office schedules and appointments. Assists with answering and routing calls, taking messages, and greeting and directing visitors. May deliver and pick-up documents, supplies, equipment or materials. Answers inquiries from public and staff regarding procedures and policies and in completing forms by mail or telephone. Oversees the receiving, storing, and issuing of stock items. Opens, stamps, classifies, sorts, and distributes incoming mail; stamps and prepares mail-outs. Posts information to agency records and modifies forms or records. Oversees, prepares, edits, reconciles discrepancies in and reviews for accuracy and completeness reports, purchase orders, correspondence, summaries, vouchers, ledgers, records and other related forms. Edits, reconciles and reviews for accuracy and completeness. May receive, maintain accountability for, and forward payments to appropriate agency staff. Responds to inquiries and answers questions about policies and procedures. May train, oversee or supervise the work of others. Performs data entry, retrieval and data searches. Process invoices and prepares payment packets for accounts payable. May arrange the scheduling, transfer, and display

of surplus property. May make arrangements for or obtain bids for repair and services. Responds to Time and Leave inquiries from employees. May prepare checks for Petty Cash, Travel Advance and Purchase of Evidence. May process payroll distribution and update payroll distribution records. Inserts and arranges copies of permits and license in corresponding folders and files folders. Assist in coordinating logistics such as scheduling, registering, preparing roster and evaluations. Makes copies of documents for record; may handle continuous photocopying assignments. Performs other duties as required.

Education: at least a high school diploma or its equivalent

Experience: 7 years of experience

General Clerk IV-Level 3

Performs advanced (senior-level) clerical work while providing administrative support for office operations. May train others. Works performed under limited supervision with considerable latitude for the use of initiative and independent judgment. Assembles, organizes and tabulates data and develops charts, graphs and tables. May inspect merchandise for quality and compliance with specifications. Maintains and/or oversees the preparation of files, logs, materials, and supplies. Maintains office schedules and appointments. Assists with answering and routing calls, taking messages, and greeting and directing visitors. May deliver and pick-up documents, supplies, equipment or materials. Answers inquiries from public and staff regarding procedures and policies and in completing forms by mail or telephone. Oversees the receiving, storing, and issuing of stock items. Opens, stamps, classifies, sorts, and distributes incoming mail; stamps and prepares mail-outs. Posts information to agency records and modifies forms or records. Oversees, prepares, edits, reconciles discrepancies in and reviews for accuracy and completeness reports, purchase orders, correspondence, summaries, vouchers, ledgers, records and other related forms. Edits, reconciles and reviews for accuracy and completeness. May receive, maintain accountability for, and forward payments to appropriate agency staff. Responds to inquiries and answers questions about policies and procedures. May train, oversee or supervise the work of others. Performs data entry, retrieval and data searches. Process invoices and prepares payment packets for accounts payable. May arrange the scheduling, transfer, and display of surplus property. May make arrangements for or obtain bids for repair and services. Responds to Time and Leave inquiries from employees. May prepare checks for Petty Cash, Travel Advance and Purchase of Evidence. May process payroll distribution and update payroll distribution records. Inserts and arranges copies of permits and license in corresponding folders and files folders. Assist in coordinating logistics such as scheduling, registering, preparing roster and evaluations. Makes copies of documents for record; may handle continuous photocopying assignments. Performs other duties as required.

Education: at least a high school diploma or its equivalent

Experience: 8 or more years of experience is required

Inventory Control-Level II

Records and maintains control of all inventory items purchased and produced. Ensures compliance with established internal control procedures. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor/manager.

Education: Requires a high school diploma or its equivalent

Experience: 2-5 years experience

Inventory Control-Level III

Records and maintains control of all inventory items purchased and produced. Ensures compliance with established internal control procedures. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor/manager.

Education: Requires a high school diploma or its equivalent 5

Experience: or more years of experience

Management Analyst II

Conducts analysis on work procedures and recommends changes to improve the effectiveness of the organization's management. Provides management with studies on ways to increase efficiency. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A high degree of creativity and latitude is expected. Typically reports to a manager or head of a unit.

Education: May require a bachelor's degree

Experience: 5-7 years of experience in the field or in a related area

Management Analyst III

Conducts analysis on work procedures and recommends changes to improve the effectiveness of the organization's management. Provides management with studies on ways to increase efficiency. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A high degree of creativity and latitude is expected. Typically reports to a manager or head of a unit.

Education: May require a Master's degree

Experience: At least 7 years of experience in the field or in a related area

Methods Analyst II

Analyzes data processing requirements to plan data processing system that will provide system capabilities required for projected work loads, and plans layout and installation of new system or modification of existing system: Confers with data processing and project managers to obtain information on limitations and capabilities of existing system and capabilities required for data processing projects and projected work load. Evaluates factors such as number of departments serviced by data processing equipment, reporting formats required, volume of transactions, time requirements and cost constraints, and need for security and access restrictions to determine hardware configurations. Analyzes information to determine, recommend, and plan layout for type of computers and peripheral equipment, or modifications to existing equipment and system, that will provide capability for proposed project or work load, efficient operation, and effective use of allotted space. May enter data into computer terminal to store, retrieve, and manipulate data for analysis of system capabilities and requirements. May specify power supply requirements and configuration. May recommend purchase of equipment to control dust, temperature, and humidity in area of system installation. May specialize in one area of system application or in one type or make of equipment. May train users to use new or modified equipment. May monitor functioning of equipment to ensure system operates in conformance with specifications.

Education: A Bachelor's Degree

Experience: At least 5-7 years of experience is required

Methods Analyst III

Analyzes data processing requirements to plan data processing system that will provide system capabilities required for projected work loads, and plans layout and installation of new system or modification of existing system: Confers with data processing and project managers to obtain information on limitations and capabilities of existing system and capabilities required for data processing projects and projected work load. Evaluates factors such as number of departments serviced by data processing equipment, reporting formats required, volume of transactions, time requirements and cost constraints, and need for security and access restrictions to determine hardware configurations. Analyzes information to determine, recommend, and plan layout for type of computers and peripheral equipment, or modifications to existing equipment and system, that will provide capability for proposed project or work load, efficient operation, and effective use of allotted space. May enter data into computer terminal to store, retrieve, and manipulate data for analysis of system capabilities and requirements. May specify power supply requirements and configuration. May recommend purchase of equipment to control dust, temperature, and humidity in area of system installation. May specialize in one area of system application or in one type or make of equipment. May train users to use new or modified equipment. May monitor functioning of equipment to ensure system operates in conformance with specifications.

Education: May require a Master's Degree

Experience: 7 or more years of experience

Program Analyst II

Applies principles of accounting to analyze past and present financial operations and estimates future revenues and expenditures to prepare budget: Analyzes records of present and past operations, trends and costs, estimated and realized revenues, administrative commitments, and obligations incurred to project future revenues and expenses, using computer. Documents revenues and expenditures expected and submits to management. Maintains budgeting systems which provide control of expenditures made to carry out activities, such as advertising and marketing, production, maintenance, or to project activities, such as construction of buildings. Advises management on matters, such as effective use of resources and assumptions underlying budget forecasts. Interprets budgets to management. May develop and install manual or computer-based budgeting system. May assist in financial analysis of legislative projects to develop capital improvement budget and be designated Program Analyst (government ser.). May assist communities to develop budget and efficient use of funds and be designated Public Finance Specialist (government ser.)

Education: A Bachelor's Degree

Experience: 5-7 years of experience is required

Program Analyst III

Applies principles of accounting to analyze past and present financial operations and estimates future revenues and expenditures to prepare budget: Analyzes records of present and past operations, trends and costs, estimated and realized revenues, administrative commitments, and obligations incurred to project future revenues and expenses, using computer. Documents revenues and expenditures expected and submits to management. Maintains budgeting systems which provide control of expenditures made to carry out activities, such as advertising and marketing, production, maintenance, or to project activities, such as construction of buildings. Advises management on matters, such as effective use of resources and assumptions underlying budget forecasts. Interprets budgets to management. May develop and install manual or computer-based budgeting system. May assist in financial analysis of legislative projects to develop capital improvement budget and be designated Program Analyst (government ser.). May assist communities to develop budget and efficient use of funds and be designated Public Finance Specialist (government ser.)

Education: May require a Master's Degree

Experience: At least 7 years of experience

Records Management Analyst II

Storing, arranging, indexing and classifying records; facilitating the development of filing systems, and maintaining these to meet administrative, legal, and financial requirements; devising and ensuring the implementation of retention and disposal schedules; overseeing the management of electronic and/or paper-based information; setting up, maintaining, reviewing, and documenting records systems; identifying the most appropriate records

management resources; advising on and implementing new records management policies and classification systems; providing a policy framework to guide staff in the management of their records and use of the employer's records system; ensuring compliance with relevant legislation and regulations; standardizing information sources throughout an organization or group of organizations; managing the changeover from paper to electronic records management systems; preserving corporate memory and heritage; resolving problems with information management by effective use of software and other information management resources; enabling appropriate access to information; responding to internal and/or external information enquiries; advising on highly complex legal and regulatory issues, often involving difficult judgments in controversial areas such as the Freedom of Information Act, and other national or regional legislation; managing and monitoring budgets and resources; training and supervising records staff; advising staff in other departments on the management of their records and information.

Education: A Bachelor's Degree

Experience: 5-7 years of experience is required

Records Management Analyst III

Storing, arranging, indexing and classifying records; facilitating the development of filing systems, and maintaining these to meet administrative, legal, and financial requirements; devising and ensuring the implementation of retention and disposal schedules; overseeing the management of electronic and/or paper-based information; setting up, maintaining, reviewing, and documenting records systems; identifying the most appropriate records management resources; advising on and implementing new records management policies and classification systems; providing a policy framework to guide staff in the management of their records and use of the employer's records system; ensuring compliance with relevant legislation and regulations; standardizing information sources throughout an organization or group of organizations; managing the changeover from paper to electronic records management systems; preserving corporate memory and heritage; resolving problems with information management by effective use of software and other information management resources; enabling appropriate access to information; responding to internal and/or external information enquiries; advising on highly complex legal and regulatory issues, often involving difficult judgments in controversial areas such as the Freedom of Information Act, and other national or regional legislation; managing and monitoring budgets and resources; training and supervising records staff; advising staff in other departments on the management of their records and information.

Education: May require a Master's Degree

Experience: 7 or more years of experience

Shipping & Receiving II

Assembles orders and prepares goods for shipment. Records shipment data, including weight, charges, and space availability. Receives and unpacks materials and supplies. Reports damages and discrepancies for accounting, reimbursement and record-keeping purposes. Completes shipping and receiving reports. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Education: Requires a high school diploma or equivalent
Experience: 2-5 years of experience

Stock Clerk-Level II

Locates stock and delivers items to their destination upon request. Ensures incoming deliveries are accurate and stocks supply room with new goods. Takes inventory and identifies reorder needs for supervisor approval. Checks order forms, delivery requests, and approval forms to ensure proper documentation, accuracy, and on time deliveries. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
Education: Requires a high school diploma or equivalent
Experience: 2-5 years experience

Stock Clerk-Level III

Locates stock and delivers items to their destination upon request. Ensures incoming deliveries are accurate and stocks supply room with new goods. Takes inventory and identifies reorder needs for supervisor approval. Checks order forms, delivery requests, and approval forms to ensure proper documentation, accuracy, and on time deliveries. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
Education: Requires a high school diploma or its equivalent
Experience: 5 years experience

Warehouse Specialist II

Performs and directs a variety of warehousing duties which require an understanding of the establishment's storage and operational plan. Work involves most of the following: Verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. Operates hand and/or power trucks in performing warehousing duties.
Education: Must be 10th Grade graduate
Experience: 3 to 5 years

Quality Assurance I

Shall establish and maintain an internal quality control program, develop team planning and scheduling, and track QA feedback. Must be thoroughly familiar with current methods and techniques used to measure the quality of performance. Investigates and analyzes adverse quality trends or conditions and initiates corrective action. May have supervisory experience. Must have a minimum of 5 years working in the same or similar position.
Education: Requires a high school diploma or its equivalent

Experience: 5 years

Quality Assurance II

Shall establish and maintain an internal quality control program, develop team planning and scheduling, and track QA feedback. Must be thoroughly familiar with current methods and techniques used to measure the quality of performance. Investigates and analyzes adverse quality trends or conditions and initiates corrective action. Provides advice, counsel, and/or instruction to staff members. Must have supervisory experience for more than 10+ personnel. Must have a minimum of 10 years working in the same or similar position.

Education: Requires a high school diploma or its equivalent

Experience: 8 to 10 years

Quality Assurance III

Shall establish and maintain an internal quality control program, develop team planning and scheduling, and track QA feedback. Must be thoroughly familiar with current methods and techniques used to measure the quality of performance. Investigates and analyzes adverse quality trends or conditions and initiates corrective action. Provides advice, counsel, and/or instruction to staff members. Must have supervisory experience for more than 25+ personnel. Must have a minimum of 15 years working in the same or similar position.

Education: Requires a bachelor's degree

Experience: 13 to 15 years

Quality Assurance IV

Shall establish and maintain an internal quality control program, develop team planning and scheduling, and track QA feedback. Must be thoroughly familiar with current methods and techniques used to measure the quality of performance. Investigates and analyzes adverse quality trends or conditions and initiates corrective action. Provides advice, counsel, and/or instruction to staff members. Must have supervisory experience for more than 50+ personnel. Must have a minimum of 20 years working in the same or similar position.

Education: Requires a bachelor's degree

Experience: 16 to 20 years

Assistant Program Manager I

Assists Program Manager in the oversight of day-to-day operations of the employees. Support responsibilities include training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Knows fundamental concepts, practices, and procedures related to the overall operation. Requires 1 - 2 years of similar experience.

Education: Requires a high school diploma or its equivalent

Experience: 6 years

Assistant Program Manager II

Assists Program Manager in the oversight of day-to-day operations of the employees. Support responsibilities include training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Knows fundamental concepts, practices, and procedures related to the overall operation. Applies knowledge of specialized concepts, practices, and procedures. Requires 3 - 5 years of similar experience.

Education: Requires Associates' degree

Experience: 6 years

Assistant Program Manager III

Assists Program Manager in the oversight of day-to-day operations of the employees. Support responsibilities include training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Knows fundamental concepts, practices, and procedures related to the overall operation. Possesses and applies broad range of specialized knowledge. Requires 6 - 8 years of similar experience.

Education: Requires a bachelor's degree

Experience: 8 years

Assistant Program Manager IV

Assists Program Manager in the oversight of day-to-day operations of the employees. Support responsibilities include training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Knows fundamental concepts, practices, and procedures related to the overall operation. Possesses and applies comprehensive range of specialized knowledge. Requires more than 8 years of similar experience.

Education: Requires a bachelor's degree

Experience: 8 to 10 years

Program Manager I

Plans, develops, and administers record management policies designed to facilitate effective and efficient handling of records and other information. Plans development and implementation of records management policies intended to standardize filing, protecting, and retrieving records, reports, and other media. Coordinates and directs activities of departments involved with records management analysis, reports analysis, and supporting technical services. Coordinates and oversees the day-to-day operations of the employees. Responsible for training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Requires 1 - 3 years of similar experience, and 4 or more years of direct experience.

Education: Requires a high school diploma or its equivalent

Experience: 3 years

Program Manager II

Plans, develops, and administers record management policies designed to facilitate effective and efficient handling of records and other information. Plans development and implementation of records management policies intended to standardize filing, protecting, and retrieving records, reports, and other media. Coordinates and directs activities of departments involved with records management analysis, reports analysis, and supporting technical services. Coordinates and oversees the day-to-day operations of the employees. Responsible for training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Requires 3 - 5 years of similar experience, and 6-8 years of direct experience.

Education: Requires a bachelor's degree

Experience: 6 to 8 years

Program Manager III

Plans, develops, and administers record management policies designed to facilitate effective and efficient handling of records and other information. Plans development and implementation of records management policies intended to standardize filing, protecting, and retrieving records, reports, and other media. Coordinates and directs activities of departments involved with records management analysis, reports analysis, and supporting technical services. Coordinates and oversees the day-to-day operations of the employees. Responsible for training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Requires 6 - 8 years of similar experience, and 9 - 11 years of direct experience.

Education: Requires a bachelor's degree

Experience: 9 to 11 years

Program Manager IV

Plans, develops, and administers record management policies designed to facilitate effective and efficient handling of records and other information. Plans development and implementation of records management policies intended to standardize filing, protecting, and retrieving records, reports, and other media. Coordinates and directs activities of departments involved with records management analysis, reports analysis, and supporting technical services. Coordinates and oversees the day-to-day operations of the employees. Responsible for training and development, estimating personnel requirements, assigning work, completing deadlines, interpreting and ensuring consistent application of organizational policies. Requires more than 8 years of similar experience, and 12 or more years of direct experience.

Education: Requires a bachelor's degree

Experience: 8 to 12 years